



DEPARTMENT OF THE ARMY
United States Army Garrison Hessen
Unit 20193, Box 0001
APO AE 09165-0001

REPLY TO
ATTENTION OF

IMEU-HAN-ZA

1 September 2006

MEMORANDUM FOR DISTRIBUTION

SUBJECT: Standing Operating Procedure 58-1 (Selecting, Training, Testing, and Licensing Motor Vehicle Operators, Management, Acquisition, and Use of Motor Vehicles).

1. References:

- a. Army Regulation 600-55, The Army Driver and Operator Standardization Program (Selection, Training, Testing, and Licensing), 31 December 1993
- b. Department of Defense Regulation 4500.36-R, Management, Acquisition, and Use of Motor Vehicles, March 1994
- c. Army in Europe Regulation 58-1, Management, Acquisition, and Use of Non-tactical Vehicles, 27 January 2003
- d. Army Regulation 58-1, Management, Acquisition, and Use of Motor Vehicles, 10 August 2004
- e. Army in Europe Regulation 190-1, Registering and Operating Privately Owned Motor Vehicles in Germany, 9 March 2005

2. Purpose: This Standing Operating Procedure (SOP) prescribes United States Army Garrison (USAG) Hessen's policies, procedures and responsibilities for management, acquisition and use of Army owned, leased or controlled non-tactical vehicles (NTVs) training of authorized users, and testing of service members, dependents, DOD civilian employees and contractors. Any inconclusive or misleading information or recommendations for changes to this should be referred to USAG Hessen, Directorate of Logistics (DOL) Transportation Division. Eighty-five percent of USAG Hessen's NTVs are leased assets. The costs of these vehicles are based on a monthly flat rate plus mileage which make vehicles one of our more costly resources. Therefore, it is important that we preserve the resource while maximizing utilization. In order to do that, all levels of management must emphasize the proper use and care of motor vehicles. Unofficial uses of vehicles combined with accidents are debilitating practices that attack the core of our support capability. These practices can be seen daily throughout USAG Hessen and surrounding areas. Vehicles are routinely used for other than official business and vehicle accidents are soaring out of control. USAG Hessen DOL is the office of primary responsibility for vehicle management, acquisition and use. The using organization for vehicles assumes operational management and control, while the transportation activity provides support and other services

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beyond the using organization's capability. Vehicle operators share a large portion of this responsibility by ensuring official use, inspection, operation, and care of vehicles. Personnel assigned to USAG Hessen or uses our vehicles must fully support this policy by taking meaningful measures to eliminate vehicle misuses, abuse and accidents thereby helping us to provide safe and cost effective vehicle support. Ultimately management, use and care of NTVs rest with USAG Hessen DOL. However, commanders, managers, supervisors, transportation coordinators and vehicle operators determine the overall effectiveness of NTV support. It is incumbent upon all of us to take an active role to ensure our vehicles are used for their intended purpose and managed to meet their full life expectancy.

3. Responsibilities:

a. USAG Hessen DOL is responsible for overall management and implementation of this SOP and will incorporate this program into the Command Inspection Program.

b. USAG Hessen DOL Transportation Staff will provide guidance and administrative assistance to indirect reporting garrisons for implementation.

c. All Indirect reporting garrison DOLs will ensure that all transportation issues are coordinated through the USAG Hessen DOL office before being forwarded to the USAG Hessen Garrison Commander or to any office or agency outside USAG Hessen.

d. Indirect reporting garrison DOLs will ensure the establishment of Unit Transportation Coordinators (UTC) within each unit that has NTVs assigned. UTCs will be appointed in writing by their commander and the appointments will be validated annually, upon a change of command, or if incumbent leaves the position, whichever is sooner.

e. All indirect reporting garrison DOLs will ensure to meet with all UTCs at least every four months to review and ensure implementation of reference "d" listed above. During the meetings, the agenda will include as a minimum:

(1) Quarterly utilization reports and discussion

(2) Vehicle accident reviews

(3) Vehicle support issues to include vehicle assignments (right sizing and proper authorization)

(4) Official/unofficial use/misuse of NTVs

f. All Installation Transportation Officers (ITOs) must ensure the following issues are directly coordinated through USAG Hessen DOL Transportation Division:

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- (1) All vehicle leases
- (2) Procurements to include local vehicle purchases
- (3) Table of distribution and allowance changes
- (4) Fund codes
- (5) Suspenses to major command
- (6) Utilization reports
- (7) Loss fuel keys
- (8) Accident reporting
- (9) Vehicle modifications

g. Promote quality customer service and encourage customers to complete Interactive Customer Evaluation (ICE) cards for service rendered. Quantify ICE cards and make service adjustments as necessary.

h. Keep the communities informed of NTV transportation policies and procedures by publishing news articles in base newspaper, bulletins and other available media channels. Articles will be published at least quarterly.

4. Unofficial use/misuse and abuse of Department of Defense (DOD) motor vehicles:

a. The reference to unofficial use and misuse are one and the same. Misuse is a more common reference to unofficial use; nevertheless neither will be tolerated. Any incident of suspected vehicle misuse may result in the loss of the vehicle until the unit commander evaluates the circumstances and requests, in writing, a reinstatement through the indirect reporting garrison commander. Some examples of vehicle misuse are, but not limited to:

- (1) Operating a vehicle beyond its dispatch period
- (2) Using a vehicle for anything other than official government business
- (3) For domicile to duty transportation without Secretary of the Army's approval

b. Instances of suspected vehicle misuse/unofficial use is to be treated as such (suspicious) until a complete review by the transportation coordinator and unit commander can be conducted

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(IAW Appendix "A"). Suspected cases may be phoned in to the Transportation Motor Pool (TMP) dispatcher or manager who will then initiate a case file using the letter IAW in App. "A" (photos of the vehicle or operator is not necessary to initiate a case file). The transportation coordinator will investigate or pass the investigation to the appropriate supervisor and ensure they have their unit commander's endorsement before returning results to garrison DOL. Inconclusive investigations will be forwarded to the indirect reporting garrison commander for resolution. All other cases will be closed by the DOL and filed in the TMP. No response from the unit will be treated as a confirmed incident.

c. Penalties for unofficial use of non-tactical vehicles: It is incumbent upon all of us to ensure NTVs are used for official business only. All suspected vehicle misuse cases should be reported to the TMP for action. Units where investigation reveals unofficial use has occurred or no reply has been received after two letters of notification; should expect the following consequences:

- (1) First offense, establish a misuse file
- (2) Second offense, loss of vehicle for 1-week
- (3) Third offense, loss of vehicle for 1-month
- (4) Forth offense, permanent loss of vehicle

d. Vehicle misuse cases involving domicile to duty will result in immediate loss of the vehicle until a determination is made of its disposition by the USAG Hessen Garrison Commander. Penalties for individuals involved in the misuse of DOD motor vehicles are contained in ref. "C".

5. Operation and Management: This section outlines stern measures for dealing with vehicle accidents and training for vehicle operators. Consequences of accidents affect mission support. Commanders, directors and supervisors should take steps to correct negative trends before they develop into tragic incidents involving life or limb. Finally this chapter outlines procedures for reimbursement responsibilities of NTVs used for Field Training Exercises (FTXs) and instructions for operating NTVs outside the permissible operating distance (POD).

a. Commanders: The Department of the Army has mandated that organizations must reimburse Transportation Division for damage to NTVs this is not a stop-gap measure for further action. Something must be done to get the attention of operators where immediate evidence reveals drivers fault. I.E. remedial driver training, counseling or administrative action if necessary.

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b. USAG Hessen DOL will have overall management of the Transportation Program and be tasked with reducing vehicle accidents, ensuring official use, effective management on use and proper procurement of NTVs.

c. Indirect Reporting Garrison DOLs: Must take swift action to notify appropriate commander/director to initiate an investigation into vehicle damage. Must ensure vehicle operators do not drive other vehicles before a previous accident is investigated or the operator's commander request in writing a reinstatement of NTV driver's license. Additionally the DOL will establish and implement a remedial driver training program and a Unit Transportation Coordinator Program. The remedial driver training will be offered as required. The Unit Transportation Coordinator Program will meet three times annually to discuss non-tactical vehicle issues. Documentation of each meeting will outline topics of discussion results or pending results, and follow-up on pending issues.

d. Transportation Officer: The senior manager is responsible for providing the most cost effective transportation service possible for enforcement of this and other regulations listed in the references.

e. Using organization/activity: Each unit or activity that is assigned or has loaner vehicles from the TMP must ensure proper use of the dispatch, have a control system for monitoring the vehicle, and be able to recall dates and times of vehicle use. This internal control helps reduce unofficial use and helps to pin-point responsibility for unreported damages to vehicles.

f. Unit Transportation Coordinators: Are a key element to program success and senior liaison between unit and Transportation Officer. Among the other duties listed in ref. "C" the UTC is responsible to keep the unit commander abreast of all vehicle status, i.e.:

- (1) Vehicles down for maintenance
- (2) Unit accidents (numbers, cost, trends and recommended preventive actions)
- (3) Unit vehicle misuse cases
- (4) Vehicle training for authorized users
- (5) Ensure unit have a control system to dispatch and track vehicles

g. TMP Manager: Must implement good customer service an attitude of "how can I help?" and must always keep in mind that the TMP is a front door service organization as well as the following:

- (1) Ensure class "B" and "C" vehicles are properly dispatched and maintained

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(2) Provide service that meets the needs of customers

(3) UTCs are trained within a month of their duty appointments as UTCs

(4) Brief vehicle operators on vehicle break downs and towing procedures for vehicles under warranty and those that are not.

(5) Brief vehicle operators on the type of fuel the vehicle requires. Additionally the TMP manager must ensure the following actions are taken:

(a) Preventive maintenance checks and service as an important element of vehicle care.

(b) How to conduct preventive maintenance inspections before, during and after operation. Results of the before, during and after maintenance operation must be documented on the DD form 2404.

(6) Service should be provided as necessary i.e. adjusting fluid levels, air pressure and cleaning. Vehicles should be inspected a minimum of twice weekly if not used and each time the vehicle change's operators. Smoking in NTVs is prohibited.

6. Dispatch procedures:

a. The primary reason for having pooled vehicles is efficiency and support of short term notice customers. Therefore scheduling NTV assets is an importance element of the operation and may be done through advance written requests, fax, or email. The more advanced notice provided (preferably 10-days) the more likely support will be available.

b. All requests for transportation must state the nature of business being conducted, time duration for vehicle support, number of passengers and who will utilize vehicle (i.e. active duty soldiers, retirees, DOD civilians, non-DOD local nationals etc).

c. NTV request for morale, welfare, and recreation (MWR) activities should be submitted one week in advance. Notification of non-support will be returned not later than 3 days prior to requested time.

d. Upon reviewing the request the dispatcher will determine whether request is within the guidelines of morale and welfare. Questionable requests will be forwarded to the TMP Chief and Transportation Officer for review.

e. Vehicles that are out on dispatch and required for longer periods may be extended via fax, telephonically, or by email with a reasonable justification.

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f. Vehicles not picked up or otherwise arranged for 3 hours after past scheduled pickup time will be reassigned.

g. Validate all requests for lease vehicles. If lease can be supported by an NTV do so unless strong extenuating justification is provided.

h. Prior to dispatching a vehicle check the license of each operator. For LN employees the host nation license must be checked in addition to the 346 (since we have no way of knowing when host nation license are suspended or revoked, this procedure ensures compliance before issuing a TMP vehicle).

7. After Operations Checks and Services:

a. The TMP vehicle dispatcher will outline a briefing checklist for vehicle operators to ensure after operation checks and services are conducted prior to turn-in.

b. When possible this inspection should be done in concert with a TMP representative during turn-in and should cover unusual noises and operation of the vehicle with full documentation.

8. Permissible Operating Distance:

a. USAG Hessen DOLs NTV fleet will not be operated outside of a 100 mile radius of the home station. The 100-mile circle around the home station represents the permissible operating distance for the base. If mission dictates a need to go beyond the permissible operating distance an exception may be granted by the Transportation Officer if justified. The request for exception should state: date (s) of travel; purpose of trip; destination and return date and time. Approval to exceed the permissible operating distance must not be confused with country and border clearances and other risk assessments, (customers should be briefed on this fact).

b. If business travel requires travel to Benelux and Italy the following procedures must be followed:

(1) Submit a request for exception to policy (in memo format and on official letterhead) through the local Transportation Officer to USAG-Hessen Transportation Division for approval prior to departure. A Military Inter-departmental Purchase Request (MIPR, DD Form 448) must be attached to the letter (if not currently available in the TMP) and the letter must cite the following:

(a) Purpose of trip (in detail)

(b) Drivers names

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- (c) Certify that driver knows accident, break-down and recovery (towing) procedures
- (d) Unit acknowledges full financial responsibility of mechanical repairs, towing, fines, accident repair cost and loss of vehicle
- (e) Driver is properly licensed
- (f) If approved, the vehicle will have dispatch stamped by TMP with dates approved for use outside permissible operating distance
- (g) Unit is responsible for obtaining border clearances before crossing international borders to include transit through Switzerland and Austria when traveling to and from Italy. Border clearances should be processed through the 1st TMCA/21st TSC and attached to the request for exemption letter.

c. Border clearance must be obtained prior to border crossing if business travel requires transit through or to any NATO or non NATO Country or to or through any new German State (Brandenburg, Mecklenburg-Western Pommerania, Saxony, Saxony-Anhalt and Thuringia) from Berlin to Poland, and to the Czech Republic. Request for entry or crossing the above countries and states must be completed and submitted to the US Sending State Mission-CG; 7th Army, American Embassy (commercial phone number 030-8305-2585/2706; fax commercial number is 030-8305-2602; e-mail address is; inoberlin@cmdgrp.hqusareur.army.mil). The Mission will obtain permission from the German Government for all transits. US personnel may not proceed until they have received confirmation that the German Government has approved request in writing.

9. Utilization Standards:

a. When calculating utilization standards consideration must be given to geographical area of operation of the vehicle I.E.: Military Police vehicles typically accumulate thousands of miles because of their area of operation. Conversely vehicles used for flightline operations or in support of Chaplain Services generally don't accumulate the miles but are used significantly. Therefore if a vehicle does not meet the quarterly utilization goals (annual goals divided by 4- quarters is the target for quarterly utilization; (see AR 58-1, Figure 2-1 for annual goals) then an "in use standard" of 80% will be the alternate utilization goal if a vehicle do not meet the mileage/kilometer standards. For example, October thru December 2006 has 61 "available days" or workdays in the quarter (Training holidays, US/LN weekends and holidays are not counted). If a vehicle has been in maintenance 20 workdays during the quarter; twenty days are deducted from the "available days" in the quarter leaving 41-days available. Then, a DD Form 314 is signed indicating use for 32-days. Therefore, 32 divided by 41 and multiply by 100 equals 78% this vehicle will not have met the "in use standard" for this quarter.

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10. Vehicle Damage Reimbursement:

a. Typically vehicle damage is related to traffic accidents either single or multiple vehicles; however IFMS defines accidents as “any damage that is not fair, wear and tear.” Therefore units are financially responsible for any damage beyond fair wear and tear to the vehicle. Vehicles on loan from the General Dispatch fleet become the responsibility of the using unit. Units that are TDY into the USAG-Hessen AOR should provide a MIPR when using General Dispatch vehicles or they will be dispatched to the host unit who will in turn take full responsibility for any vehicle damage repairs.

b. Units’ reimbursement for the total cost of vehicle damage is completely independent of Reports of Survey results. Army Regulation 58-1 and this Standing Operation Procedure hold the using unit fully responsible for the actual cost of all vehicle damage regardless of how damage occurred (accident, abuse, incident or unknown causes). Reimbursement cost should be for the actual cost of vehicle repair. If a unit is inadvertently charged based upon an estimate and the actual cost is more or less no other reimbursement or payment will be done.

11. Vehicle Accidents:

a. Vehicle operators who are involved in accidents where it is clear that the operator caused the crash (i.e. one vehicle crash, rear ending another vehicle or backing into stationary objects) will surrender his/her DD 346 to the TMP dispatcher until the unit conducts an investigation and requests reinstatement. Reinstatement must come from the unit commander and be addressed to the Garrison DOL. Vehicle operators are required to submit the SF 91 (accident report) to the servicing TMP within 24 hours of the accident or incident.

b. Replacement vehicles for accidents where fault can’t readily be determined or fault is clear will not be issued a replacement vehicle until the unit’s investigation is completed or the unit commander requests a replacement in writing.

12. Disposition of Traffic Tickets. Each Garrison will appoint POCs (primary and alternate) to receive traffic violations from IMA-Euro, Logistics Division and Interagency Fleet Management System (IFMS) Regional Manager. Appointment letters must be current but not older than one-year. The POCs are responsible for determining the operator or organization responsible for each violation (normally the TMP) and forwarding the tickets and responsible individuals or organization to the Garrison PMO for processing. The PMO will have the final decision on disposition.

13. Authorization, Acquisition, Distribution and Redistribution of Nontactical Vehicles (NTVs): This section outlines USAG-Hessen’s policies for new vehicle authorizations, acquisition and specifications of NTVs. It also includes procedures for long and short-term

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leasing of vehicles from IFMS and local commercial sources. The TMP chief will act as COR for all vehicle lease actions.

a. New Vehicle Purchase Specifications. With the evolution of technology and an increasing strain on the environment it is important that vehicles are purchased with efficiency and safety in mind. Engine size must be the minimum required to get the job done; since automatic transmissions require less maintenance they are considered the norm and manual transmissions are the exception. In an effort to curb backing accidents; TMP Chiefs may require that new replacement IFMS vehicles come with backup warning systems if offered by the manufacturer. GPS navigational systems will not be ordered on new vehicles unless part of vehicles with office packages approved. GPS navigational systems may be purchased by the using unit (see appendix B for modification letter requirement and format).

b. Vehicle Leases: All lease actions will be coordinated through the ITO to prevent unnecessary leasing when other means of support is available. The TMP chief will act as the COR for all lease actions and will dispatch and monitor lease days to prevent un-authorized long-term leases.

c. Short-term Leasing: All request and approvals of short-term leases must be documented. Requirements that are expected to exceed 60-days must be forwarded to USAG-Hessen Transportation division not later than two weeks prior to expiration. However the lease can not be automatically extended without prior approval of the IMA-E Logistics Division NTVT.

d. Long-term Leasing: All requests for long-term leases (up to 12-months) must be forwarded to USAG-Hessen, Transportation one month prior to vehicle requirement. Approval and control number must be obtained from the IMA-E Logistics Division NTVT prior to initiating any hiring action through Resource Management. Request must outline requirement in DOD 4500.36-R, paragraph C3.2.4.3.4.2 through C3.2.4.3.4.9 and formatted as is Appendix D of this SOP. If long term vehicle lease requirements exceed certain restrictions such as leases for more than 25 vehicles or costs in excess of \$150,000, approval must be obtained from HQ DA.

14. Transportation between domicile and place of employment: Domicile to Duty Transportation. Currently no one within USAG-Hessen is authorized domicile to duty transportation. However there may be exceptions to this policy that must be submitted to HQDA for approval. Such exceptions must be in memorandum format and signed by an O-5 (LTC) or above and forwarded through the Garrison LGT to USAG-Hessen LGT staff for IMA-E non-tactical vehicle team (NTVT) review and endorsement.

15. Bus Transportation Services:

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a. This section outlines USAG-Hessen's policy and procedures for providing and requesting approval for bus transportation service. This chapter does not contain requirement for school bus transportation. The reference to bus transportation service in this chapter refers to: Shuttle Bus Service, Mass Transportation Support, Group Bus Service and Emergency Bus Service.

b. Mass Transportation, Group, Emergency and Base Shuttle Bus Service: Approval to provide "emergency bus transportation, Group, and Mass Transportation Bus Support" must be obtained prior to commencing service. Request must be in memorandum format and forwarded through ITO's to USAG-Hessen LGT staff for IMA-E review and endorsement. All requests must be specific and detail pertinent information.

c. Request citing safety and security reasons must be substantiated by a Threat Assessment from Military Intelligence. Buses operated in Germany must be equipped with a reflective vest, strobe warning light and a traffic warning triangle.

16. Base Shuttle Bus Route Recertification:

a. Recertification of the base shuttle routes must be done independently and within one month after the end of each fiscal year. Recertification packages must contain:

(1) Letter from the garrison commander stating the routes are still essential and in accordance with guidelines outlined in AR 58-1.

(2) A copy of the route.

(3) Annual ridership figures.

17. Shuttle Bus Route Schedules: On Post shuttle bus routes must be identified with route and time schedule at each bus stop. Bus time must be maintained within 3-minutes of posted time. Off Post bus routes does not require the same bus stop requirements for identification. All personnel boarding buses off post must have a valid military/DOD ID card and the driver is responsible to ensure this check.

18. Transportation Support for morale, welfare, and recreation programs. All vehicle support requests for morale, welfare and recreation (MWR) must be in writing and approved by the Garrison Commander. Transportation requests will be kept on file in the TMP dispatch office.

19. School Bus Transportation: This chapter intentionally left blank.

20. Inter-service and Inter-agency Support: This chapter intentionally left blank.

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21. Management, Use and Care of Non-tactical Vehicles: In order to provide the most cost effective transportation service and manage the vehicle fleet in the most economical fashion managers at all levels must emphasize the proper use and care of motor vehicles. Unofficial use of non-tactical vehicles and vehicle accidents are our biggest culprit when it comes to providing economical service and maintaining our support capability. Unofficial use or misuse as it's commonly called is illegal and costly; while operators conduct personal errands, shopping trips and the comfort and convenience of a government vehicles our lease and operating cost are soaring out of control. The same is true for vehicle accidents. We have been fortunate not having any fatalities in government vehicles but the current accident rate puts us inline with some catastrophic events. It is in all of our best interest to take control of these situations. When we protect people that work for us when they are involved in these type situations we become part of the problem for allowing the trends to elevate. Supervisors, managers and commanders at all levels should take meaningful measures to get the attention of people who misuse or crash government vehicles. These meaningful actions will help us to support all of your transportation needs and at a cost our law makers and tax payers will be proud.

22. Exemptions of emergency vehicles: Recognizing that the use of non-tactical vehicles and certain MOS's are an essential element to emergency response. Therefore Military Police (Law Enforcement Patrols only), Fire Department (except admin vehicles), and on-call ambulance drivers (ambulances only) are authorized to use vehicles to dine at on post eating facilities (i.e., DFAC, AAFES Food Court and MWR facilities) only. These vehicles may not be used to frequent Shoppettes, Post Exchange Shopping facilities, AFFES concessionaires, or any of post dining establishment to include fast food drive thru service.

23. Vehicle Modifications:

a. All requests for modifications to IFMS vehicles must be in memorandum format forwarded through the Garrison Transportation office and approved by IFMS before any work is started. Additionally all modifications must be paid by the using organization to include maintaining modification and reconfiguration of vehicle when rotated or replaced. The using activity is responsible for storage and or replacement of any components taken from the vehicle. Finally all modifications must comply with IFMS modification policy, this SOP and Army Europe Regulation 58-1.

b. Modifications to IFMS vehicles may be done providing there is at least fifty percent of serviceable life remaining on the vehicle and the modification cost is funded by the requestor. For vehicles with less that fifty percent serviceability remaining, the ITO should attempt to rotate a newer vehicle into its place (if possible) before requesting approval through USAG-Hessen and IMA-E NTVT. That not withstanding, the using activity for the vehicle will prepare a memorandum and forward it to the installation transportation officer. The memorandum will detain the following information:

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(1) A complete description of the work proposed and a statement that the vehicle modification is mission essential (modifications that affect the safe operation of a vehicle will not be approved).

(2) A paragraph acknowledging responsibility for all cost for modification, maintenance of modification and complete restoration of the vehicle.

(3) A paragraph acknowledging that modification does not exclude the vehicle from the IFMS rotation policy.

(4) A paragraph acknowledging that the vehicle will be returned to IFMS at the time of exchange or turn-in with restoration back to the vehicle original configuration.

(5) An attachment of schematics, drawings or other information that fully describe the modification.

Note: The ITO will forward the request to IFMS Fleet Manager approval/disapproval.

c. Request and installation of Winter Tires: Most new vehicles generally come with All Season Tires (which carries a mud and snow rating). However if you require winter tires and:

(1) The tires on the vehicle are not completely worn out, the unit first must request approval for a vehicle modification, purchase tires and wheels then arrange for storage of All Seasons Tires. IFMS will not be responsible for replacement, maintenance and/or storage of tires purchased by the unit.

(2) If the tires are completely worn out and in need of replacement (as determined by IFMS) IFMS will only purchase All Season Tires as replacements.

24. Family Readiness Group (FRG) Vehicle Support: NTVs may be provided for use by FRGs when requested by the Rear Detachment Commander in writing and the memo must state the requesting unit accepts full financial responsibility for any damages during their use. Financial responsibility does not preclude reports required by AR 735-5. Operators of the vehicle must be licensed in accordance with Army Regulation 600-55 and attendance of winter safety driving and Preventive Maintenance Checks and Service (PMCS) training is mandatory. Proof of winter safety training must be certified by the Rear-Detachment Commander. Before dispatching a vehicle to an FRG member the dispatcher must brief the operator on the following topics:

25. Official Use of the Vehicle: Under no circumstances will a vehicle be parked or garaged at private housing (on base or off base). Vehicles must not be used for domicile to duty transportation; personal shopping trips or parked at PXs, Commissaries, AAFES concessionaires or MWR facilities. Vehicle can not be used to transport pets or used for trips to and from the airport unless authorized by AR 58-1. Bottom line is vehicle use must not give the appearance of misuse.

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26. Proper vehicle care: Operators of government vehicles are responsible for the proper use and care of government vehicles and must conduct and document results of Preventive Maintenance Checks and Service (PMCS). Preventive maintenance checks and service to include a visual check for damages is required each time the vehicle exchanges drivers and proper clean. Vehicle operators may be held financially liable for any damage done to a vehicle in accordance with DA Regulation 735-5. The operator must also ensure the vehicle being operated has been properly dispatched and that vehicle is returned to the dispatch office before dispatch term expires. At no time will vehicles be leased to support the FRG. If suitable vehicles are not available in the TMP fleet or can't be borrowed from another unit the request will be filed as non-supportable.

27. Vehicle Misuse Patrols: Not less than three times annually the Transportation Officer or TMP Chief will establish roadside checks on post along with an MP patrol looking for cases of vehicle misuse, PMCS checks and violations of dispatch terms. Operators that are found to be misusing vehicles will be cited by the MP for misuse of government vehicle and may confiscate the vehicle. The MP will turn the vehicle over to Transportation who will notify the unit commander within 4-hours to pickup the vehicle from the TMP.

28. Vehicle Towing: Vehicles that break-down off post will be towed within 2-hours of notification. The Installation Transportation Officer will arrange notification procedures with their Emergency Operations Center (EOC) to contact the TMP Chief if such break-downs occur. IFMS is not responsible for any towing outside their POD. Additionally the ITO will arrange to have on-call towing service available for vehicles other than those belonging to IFMS.

29. Commercial contracted bus service and vehicle leasing: All contracted vehicle service and rental vehicles must be coordinated through and approved by the installation Transportation Officer.

30. Non-tactical Vehicle supplement for Table of Organizations and Equipment (TO&E) Units: NTVs (government owned or leased) are assigned to Tactical Units for base operations support at home station and only for use on the hard surface (improved roads). NTVs must never be used to substitute or duplicate authorizations for tactical vehicles nor used for transportation to, from or within any training area. Additionally non-tactical vehicles must never exceed the permissible operating distance (100-miles) of the base assigned unless approved (in writing) to exceed the POD with the understanding that the unit is responsible for all vehicle recoveries, fines and toll expenses.

31. New vehicle assignments: Extended vehicle exchange periods can quickly develop into a high cost factor. Therefore the Installation Transportation Officer must take swift action to assign new vehicles (within two days of receipt) and remove old vehicle from the vehicle account within 10 workdays of receipt of new vehicle.

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32. Performance Standards and Staff Assistance Visits:

a. Providing cost effective transportation service, quality customer support, supporting and implementing guidance and policies of higher headquarters is the goal of Transportation Activities. To that end we have several support mechanisms in place to measure effectiveness of our customer service: Interactive Customer Evaluation (ICE) comment cards, Staff Assistance Visits (SAVs), Command Inspection Program (CIP) and group meetings to discuss items of immediate concern. With these programs at our disposal and a manager's strong desire to excel and thinking outside the box, meeting performance standards and customer demands will come easy. With volumes of laws, regulations and policies, interpretations are often varied. In these cases USAG-Hessen Transportation is available to assist you with interpreting regulations and helping meet milestones and attaining goals.

b. Interactive Customer Evaluation (ICE) comment cards should be highly encouraged by ITO and staff members at all levels. An average customer satisfaction rating of 4.75% should be maintained in all evaluated areas and overall. The ITO must initiate immediate action on negative customer comments and should praise exceptional work of employees when appropriate for positive comments.

c. Command Inspection Program (CIP). The CIP is a tool we will use to measure how well activities conform to regulations, laws and policies of higher headquarters. United States Army Garrison Hessen will conduct one scheduled CIP annually of each Indirect Reporting Garrison and report to USAG-Hessen's Commander the positive and negative findings. CIP dates will be coordinated with the Plans and Operations and Supply and Services Divisions. Once inspection date is confirmed USAG-Hessen Transportation Division will reconfirm the inspection dates with the Indirect Reporting Garrison's DOL. After the inspection confirmation dates have been established the absence of a section supervisor is not cause for re-scheduling the inspection. Each section should have alternate leaders to take charge during their absence. This checklist used to conduct the CIP must be dated and published not less than 6-weeks prior to any inspection. The 6-week timeframe allows units time to come into compliance or have a documented plan for compliance.

33. Grading the CIP Inspections: The CIP checklist is made up of major and minor discrepancies which are identified by lower case letters for (minor) and all upper case letters for (major). Each line item is either go or no-go if a line item includes more than one task all tasks must be satisfactory or none are considered satisfactory for that line item on the checklist. Each Garrison is expected to be inspection ready at the beginning of the inspection; there will be no such thing as "corrected on the spot" a good self-inspection plan should prevent the need to make corrections on the spot. CIP grading of a function is as follows:

a. RED: Three or more findings of any combination (minor or major) in any functional area (i.e., PPPO or TMP).

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b. AMBER: Any one of the following groups or combination thereof: Two minor findings; one major finding; or a combination of each in any functional area (i.e., TMP or PPPO).

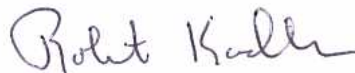
c. GREEN: no more than one minor finding (i.e., PPPO or TMP).

NOTE: Regardless of the early outcome of an inspection, the entire checklist will be completed.

34. Staff Assistance Visits (SAVs). USAG-Hessen will conduct one scheduled SAVs annually one vehicle validation annually and one Command Inspection annually. USAG-Hessen Transportation Division will reconfirm inspection dates with the Indirect Reporting Garrison's DOL not less than two weeks prior to the visit. The DOL will provide the Transportation Activity with topics and issues that requires assistance not later than one week prior to the visit. If no topics or issues are requested, the USAG-Hessen Transportation Staff will conduct an overview of the Indirect Reporting Garrison's Transportation Activity and make specific recommendations. A complete report of the overview will be provided to the Indirect Reporting Garrison's DOL. A file copy will be maintained in USAG-Hessen Transportation Division and no other reporting is done. Although the USAG-Hessen Transportation Staff conduct a SAV annually; Indirect Reporting Garrisons are highly encouraged to conduct their own self-inspections using the CIP checklist as a guide and thoroughly document and correct discrepancies noted. At any time if assistance is needed the Indirect Reporting Garrison DOL or ITO may call or e-mail issues to USAG-Hessen Transportation Division or request an office visit at anytime.

35. The POC for this memorandum is Edward Jones at DSN 322-9878, CIV 06181-88-9878 or e-mail: edward.jones@104asg.army.mil.

FOR THE COMMANDER:



ROBERT KANDLER
Deputy to the Commander

Appendix A – Suspected Misuse Memorandum
Appendix B – Vehicle Procurement Memorandum #1
Appendix C – Vehicle Procurement Memorandum #2
Appendix D – Request or Long-term Lease

Distribution:

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CDR, USAG Wiesbaden

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APPENDIX A

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON HESSEN
UNIT 20193, Box 0001
APO AE 09165-0001

IMEU-XXX-XX

Date _____

MEMORANDUM FOR UNIT COMMANDER

SUBJECT: Suspected Misuse of Government Vehicle, Case # 00-00 (year and number of cases)

1. Official use of government vehicles are governed by public law 31, United States Code, section 1344. DOD 4500.36R, Army and Army Europe Regulations 58-1 implement management procedures and assigns responsibilities for managing vehicles. These directives make it incumbent upon (us) commanders, managers, supervisors and vehicle operators to take meaningful measures to prevent this practice.

2. *Give detailed description of why the vehicle is suspected of being misused:* On (date), vehicle registration number CT XXXX assigned/dispatched to your unit was observed parked at the dining facility at approximately 1230 (*if you have the name of the operator provide that in this paragraph*). This incident gave the appearance of vehicle misuse.

3. Request your office initiate an investigation to determine why this happened and take steps to prevent recurrence. Further recurrence of this type may result in the loss of recurring dispatch or the vehicle authorization.

4. I solicit your assistance in helping me curb this unfavorable trend and thank you or your action.

5. The POC for this memorandum is the undersigned at DSN, XXX-XXX, CIV, XXX XXX XXXX, e-mail, _____.

Jon L. Doe
Transportation Officer

IMEU-HAN-LGT

SUBJECT: Standing Operation Procedures for Selecting, Training, Testing, and Licensing
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APPENDIX B

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON HESSEN
UNIT 20193, Box 0001
APO AE 09165-0001

IMEU-XX-XXX (*address designation of unit request is from*) Date _____

MEMORANDUM THRU USAG-HESSEN; TRANSPORTATION DIVISION

FOR IMA-Euro/LGT

SUBJECT: Vehicle Procurement

- i. Background Information: Describe in full detail the history of the vehicle being replaced as applicable (i.e., amount of money spent for repairs within the past year; describe maintenance problems with vehicle and problems obtaining maintenance and parts). Current repair status of vehicle (currently broke, estimated time for repairs and estimated cost of repairs. Replacement code category, has vehicle met its life expectancy in miles and age, if not explain why?
- ii. Mission Statement of unit requiring the new vehicle: i.e., Director Emergency Services, Fire and Emergency Services, USAG-Hanau Community; APO AE 09165.
 - a. Mission Statement: Explain what the mission of the unit is and how important this vehicle is to accomplishing that mission.
- iii. Vehicle nomenclature and LIN: (i.e., Truck fire fighting; Brush Water 200 GPM; LIN X44737)
- iv. Estimated purchase price of vehicle: (if purchased locally the cost is in Euro; make the conversion to dollars using 80-cent as the conversion rate. If dollar amount exceeds the purchase threshold request and exemption to the dollar limit in this paragraph.
5. Justification: Describe in full detail why the vehicle is needed and what impact to the mission will result if not purchased. Also add cost of lease versus buy options.
6. Purchase Request and Commitment: (attach DA form 3953 to this letter).

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SUBJECT: Standing Operation Procedures for Selecting, Training, Testing, and Licensing
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7. TDA number and TDA paragraph that identifies where the LIN is authorized and statement of economical repair: (may write the paragraph and line number or attach a page from the TDA; attach a copy of the Technical Inspection and say see attachments 2 & 3).
8. Point of contact for this memorandum: (i.e., name, phone number and e-mail address).

3 Encls:

- 1 DA Form 3953, Purchase Request
- 2 TDA page
- 3 BMC Technical Inspection (TI)

Jon L. Doe
MAJ, ENG
Director of Emergency Services

SAMPLE REQUEST LETTER

IMEU-HAN-LGT

SUBJECT: Standing Operation Procedures for Selecting, Training, Testing, and Licensing
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APPENDIX C

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON HESSEN
UNIT 20193, Box 0001
APO AE 09165-0001

IMEU-XX-XXX (*address designation of unit request is from*)

Date _____

MEMORANDUM THRU USAG-HESSEN; TRANSPORTATION DIVISION

FOR IMA-Euro/LGT

SUBJECT: Vehicle Procurement

Add any information that supports your recommendation of APPROVAL/DISAPPROVAL.

Jon L. Doe
Transportation Officer

SAMPLE ENDORSEMENT LETTER

IMEU-HAN-LGT

SUBJECT: Standing Operation Procedures for Selecting, Training, Testing, and Licensing
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APPENDIX D

DEPARTMENT OF THE ARMY
UNITED STATES ARMY GARRISON HESSEN
UNIT 20193, Box 0001
APO AE 09165-0001

IMEU-XX-XXX (*address designation of unit request is from*) Date _____

MEMORANDUM THRU USAG-HESSEN; TRANSPORTATION DIVISION

FOR IMA-Euro/LGT

SUBJECT: Request for Long-term Lease

1. Current authorization and type asset to be leased: (*If this lease is to fill an open authorization identify the authorization and type vehicle authorized. Additionally describe the type vehicle being leased; if lease is to support a work surge, indicate work surge and only describe the work to be accomplished*).
2. Year, model, mileage, and estimated repair cost of the motor vehicles to be replaced: (*If lease is to fill an open authorization describe the old vehicle as indicated; Year, 1987; Make and Model, Ford Fairlane; Mileage, 179,357; Estimated repair cost, \$33,579. If repair cost is in Euro convert to dollars using 0.80 cent per euro. If lease is supporting a work surge indicate "N/A" after the paragraph title.*
3. Will lease be excess over authorization of other type motor vehicles on hand that is suitable for substitution: (*If a suitable substitute is on-hand but not available indicate yes or no then describe which category applies; i.e., not serviceable or being used*).
4. Is motor vehicle required to fill open authorization, replace another asset or support a work surge: (*Describe using a complete sentence which action is true*).
5. Impact if authority to lease is not granted: (*In full detail provide comprehensive statement of impact if lease authority is not granted*).
6. Is request a renewal or new lease requirement: (*Describe using a complete sentence*).
7. Cost of lease by the month and annual total: (*include estimated cost for fuel, mileage and maintenance cost if applicable*).
8. Anticipated period of use: (*In a complete sentence indicate the time lease is required*).

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9. Attach any supporting document deemed necessary to support request and sign request.

Jon Doe
Crash Tester